

Ontario Enterprise Systems

Product	Vendor	System Purpose	Categories, Layers, or Modules	Custodian	Collection Frequency	Update Frequency
Neogov	Neogov	Online Applicant System	Applicant Tracking	Human Resources	Daily	Daily
My Ontatrio APP	RattleTech	Citizen Request Management System	Mobile App	Community & Public Services	Daily	Daily
ArcGIS Suite	Esri	Geographic Information System (GIS)	ArcGIS Server, ArcGIS SDE, ArcGIS Desktop, ArcGIS Online, ArcGIS Portal	Information Technology	As Needed	As Needed
Asset Tracker	ICS Software	City-wide Asset Management System	Asset Management	Information Technology / Fire / Police	Daily	Daily
CityView	Municipal Software	Code Enforcement System	Code Enforcement	Code Enforcement	Daily	Daily
Cityworks	Azteca Systems	Maintenance management for City assets	Service Requests, Work Orders	Municipal Utilities Company	Daily	Daily
Customer Information System (Infinity CIS)	AUS	Customer Information System for Water Utility and Trash	Customer Information System	Utilities Customer Service	Daily	Daily
Drupal	Handy	Content Management System for Internet & Intranet	Web Site	Information Technology	Daily	Daily
Microsoft 365	Microsoft	Email and Collaboration Applications	Outlook, Sharepoint, Teams, Stream, Forms, Planner	Information Technology	Daily	Daily
Fiber Management System	Geographic Technology Group	Fiber Map and Management System	Geographic Information Systems	Information Technology	Daily	Daily
ServiceNow	ServiceNow	Helpdesk Ticketing System	Incidents, Demands, Requests	Information Technology	Daily	Daily
Image Trend Rescue Bridge	Image Trend	Fire Records Management Systems	Fire Records Management Systems	Fire Department	Daily	Daily

IWR	AUS	Integrate Web Response System for Water Billing	Utility Billing	Utilities Customer Service	Daily	Daily
IVR	Paymentus	Integrate Voice Response System for Water Billing	Utility Billing	Utilities Customer Service	Daily	Daily
Land Management	Accela	Planning, Permitting & Inspections	Permit System	Building / Planning / Engineering / OMUC/ Information Technology	Daily	Daily
Laserfiche	Laserfiche	Document Management System	Document Management	City Clerk	Daily	Daily
Library PC Reservation & Patron Copy Print Solution	Pharos	Public Computer Reservation & Patron Copy / Print Solution	Public Computer Reservation & Patron Copy / Print Solution	Library / Information Technology	Daily	Daily
Workday	Workday	Human Resources System / Payroll	Human Resources	Human Resources	Daily	Daily
Peoplesoft	Oracle	Financial System	Financial System	Finance Department	Daily	Daily
PlanetBids	PlanetBids, Inc	Online Bid Distribution Software	Online Bid Distribution Software	Purchasing	Daily	Daily
Polaris ILS	Innovative Interfaces Inc.	Library Catalog System	Library Catalog System	Library / Information Technology	Daily	Daily
Recreation Management System	REC1	Recreation Software	Recreation Software	Parks & Recreation	Daily	Daily
Simpania	CommVault	Backup and Recovery Solution	Backup and Recovery Solution	Information Technology	Daily	Daily
Telestaff	Kronos	Workforce Management	Fire	Fire Department, Human Resources	Daily	Daily
Wordpress	Handy	Content Management System for smaller city websites	Web Site	Information Technology	Daily	Daily

Workforce Central	Kronos	Workforce Management & Time Keeping System	Time Keeping	Human Resources / Information Technology	Daily	Daily
Agiline Project Management	Cityview 360	Agency Strategic Objective Tracker	Agency Strategic Objective Tracker	Innovation Performance and Audit / Information Technology	Daily	Daily
Sisense	Sisense	Business Inteligence & Dashboard	Business Inteligence & Dashboard	Information Technology / Innovation Performance and Audit	Daily	Daily
AppointmentPlus	AppointmentPlus	Appointment Software	Appointment Software	City Wide	Daily	Daily
Qualtrics XM	Qualtrics	Survey Data Collection	Employee Engaegment Survey, Public survey	Innovation Performance and Audit	As Needed	As Needed
Peak Agenda	Granicus	City Council Agenda	Public Computer Reservation & Patron Copy / Print Solution	Management Services	Daily	Daily
Seamless Docs	GovOS	Digital Signature Platform	Digital Signature Platform	Citywide	Daily	Daily
OKTA	OKTA	Single Sign On	Identity for the internet	Citywide	Daily	Daily
CAD	Central Square	Dispatch System for Public Safety	Dispatch System for Public Safety	Police and Fire Department	Daily	Daily
RMS	Central Square	Report Management System for PD	Report Management System for PD	Police Department	Daily	Daily
Zenchat	ZenDesk	Live Chat Messaging System	Live Chat Messaging System	Information Technology	As Needed	As Needed